

REPUBLIC OF KENYA



MINISTRY OF INVESTMENTS, TRADE AND INDUSTRY

STATE DEPARTMENT FOR INDUSTRY

CUSTOMER SERVICE CHARTER

OUR VISION

Globally competitive and sustainable industrial sector.

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OUR MISSION STATEMENT

To create an enabling environment for a globally competitive, sustainable industrial sector through appropriate policy, legal and regulatory framework

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CORE VALUES

- i. **Customer focus:** We are committed to upholding the highest standard in our service delivery to all customers;
- ii. **Integrity:** we are committed to acting in an honest impartial, fair and transparent manner, devoid of corrupt practices while delivering our services;
- iii. **Team work:** We will deliberately nurture team spirit, collaboration, consultation and adopt participatory approach in discharging our mandate;
- iv. **Professionalism:** We will maintain high level of professionalism through continuous competency development;
- v. **Creativity and innovativeness:** We will continuously be seeking innovative methods of service delivery;
- vi. **Efficiency and effectiveness:** We will be guided by operational, rationalization and cost saving measures;

- vii. **Equity:** We will mainstream government policies on gender, the physically challenged, and HIV/AIDS and to treat all employees fairly.
  - viii. **Commitment to Environmental Sustainability:** We shall be committed to ensure sustainable industrial and enterprise development processes which protect the environment.
  - ix. **National Values:** We shall uphold the National Values as outlined in Article 10 of the Kenya Constitution.
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## **STRATEGIC OBJECTIVES**

- i. To improve product competitiveness, consumer protection and business environment;
  - ii. To increase manufacturing and trade contribution to GDP;
  - iii. To attract local and foreign direct investments;
  - iv. To generate employment opportunities;
  - v. To facilitate business and entrepreneurship development and value addition;
  - vi. To broaden and deepen the product base and export markets.
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## **OUR CLIENTS**

- i. The people of Kenya
- ii. Government Ministries, Departments and Agencies
- iii. Parliament
- iv. Independent constitutional offices
- v. Regional Economic Communities
- vi. Business Member Organizations (BMOs)
- vii. Special Interest groups
- viii. County Governments
- ix. Development Partners
- x. Civil Society
- xi. Private Sector
- xii. International Organizations.

## SERVICE CHARTER

S/NO	SERVICE	REQUIREMENTS TO OBTAIN THE SERVICE	COST OF SERVICE	TIMELINE
1	Industrial Policy development and dissemination	Identified policy area needs	Nil	Varies
2	Liaison for training in value addition and entrepreneurial skills; Business Advisory Services; and linking of MSMEs	Formal application from MSMEs	Nil	Within 15 days
3	Facilitate the private sector with investment information and liaison services	Request through: <ul style="list-style-type: none"> <li>● Written Letters</li> <li>● Email</li> <li>● Walk-in</li> <li>● Telephone calls</li> <li>● Meetings</li> </ul>	Nil	Within 5 days
4	Promote Market access for MSMEs through organization of Africa Industrialization Week	MSME formal request	Nil	14 Days
12	Publish local products for preferential procurement	Formal request	Nil	Bi-annual
13	Registration of local Manufacturers for recognition	<ul style="list-style-type: none"> <li>● Application for Registration as a Manufacturer Letter</li> <li>● Certificate of Incorporation</li> <li>● Copy of Single Business Permit</li> <li>● Company KRA Tax Compliance Certificate</li> <li>● Environmental Impact Assessment from NEMA where applicable</li> </ul>	Nil	5 Days
14	Promote Industry-Academia linkages for industrial research technological innovation and industrial skills development	Commitment framework Concept note on the innovation	Nil	30 days
15	Facilitate Exports through issuance of AGOA Certificate	Request Letter of Application	Nil	7 days
16	Vetting of industrial Spares importers	As per Industrial Spares Regulations	Nil	Within 14 days
17	Licensing of Scrap metal dealers and inspection for compliance.	Provision of requirements as per the Scrap Metal Act 2015	Kshs 250, 000	30 days
18	Information on processing of procurement tenders and payment for goods and services	<ul style="list-style-type: none"> <li>● Stipulated tender fee</li> <li>● Invoice</li> <li>● Delivery note</li> </ul>	Tender fee- Kshs. 1000	Within 60 days

19	Providing access to library materials by the public	National ID	Nil	5 mins
20	Offer industrial attachment and internship	<ul style="list-style-type: none"> <li>● Police clearance</li> <li>● ID Copy</li> <li>● Letter from the Institution</li> <li>● Insurance cover</li> </ul>	Nil	30 days
21	Provide technical advice on industrial and sectoral policies and Strategic Planning	Request for information through: <ul style="list-style-type: none"> <li>● Email</li> <li>● Telephone calls</li> <li>● Walk – in</li> <li>● Written request(s)</li> </ul>	Nil	Within 3 days

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment on courtesy and excellence in service delivery should be reported to:

**Principal Secretary**

Ministry of Investment, Trade and Industry  
 Social Security House, 23<sup>rd</sup> Floor Eastern Wing  
 P.O BOX 30418-00100  
 Nairobi, GPO, Kenya.

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Telephone: +254-(0)20-2731531/2-4

Email: [ps@industrialization.go.ke](mailto:ps@industrialization.go.ke)

Website: [www.industrialization.go.ke](http://www.industrialization.go.ke)

**HUDUMA BORA NI HAKI YAKO**